



**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

Benefits Administrator Memo #18-03

To: Benefits Administrators
From: State and Local Health Benefits Programs
CC: All OHB
Date: April 13, 2018
Re: Open Enrollment Instructions

Open Enrollment is May 1 – 15, 2018

Open Enrollment permits changes in health care coverage and flexible spending account (FSA) elections for the plan year that begins July 1, 2018 and ends June 30, 2019. Employees may submit Open Enrollment election requests using the *Enrollment Form for Employees* beginning May 1; EmployeeDirect is not available for health benefits. The deadline for agencies to receive enrollment forms is by the close of business on Tuesday, May 15.

The Spotlight newsletter contains Open Enrollment information including premiums and plan changes. It is mailed to home addresses and will be distributed electronically to those with an email address in BES. All Open Enrollment information and enrollment forms may be found on the DHRM website at www.dhrm.virginia.gov

Open Enrollment Requests

The Health Benefits Eligibility & Enrollment option in EmployeeDirect remains offline. Open Enrollment requests must be submitted by paper enrollment form and keyed into BES by the agency. The shortened window for making Open Enrollment requests will provide additional time for agencies to key changes. Remember that all election requests must be received by close of business on May 15. The election request to add a new dependent cannot be keyed in BES until the supporting documentation is received.

Updating BES for Enrollment Form Requests

The deadline for keying Open Enrollment requests submitted by enrollment form is 5:30 pm on Wednesday, May 31. BES is available daily but is generally down from 5:30 – 7:00 pm each day.

It is also unavailable on Sunday mornings. Access to benefits that take effect on July 1 is likely delayed if the May 31 deadline is missed.

It is important to review and certify the entire enrollment form and key all changes accurately. Changes in personal information and health care coverage are keyed using PSB301. FSA elections are keyed using PSB200. Reason Code 56 is used for Open Enrollment changes. Send health care Open Enrollment requests for employees in Layoff Leave Codes 21, 22, 23, 24, or 25 to the Office of Health Benefits by the deadline for entry into BES. Reminder: employees on leave without pay cannot make FSA elections for the new plan year.

A successful BES transaction creates a BES Turnaround document that is posted to your agency's HuRMan folder on the following business day. If a mistake is found on an Open Enrollment transaction before the May 31 deadline, do not delete the transaction from BES. Key the correction using Reason Code 56 again. After the May 31 deadline and until July 1, use Reason Code 47 to enter a valid Open Enrollment election. RC 47 may also be used to correct an agency's Open Enrollment error or to replace an Open Enrollment election deleted to enter a transaction with an earlier effective date. Note: if a new dependent is on the suspense transaction, it will need to be referred to the Office of Health Benefits for assistance with the deletion of the transaction.

Newly-Eligible Employees and QME Requests for May 1 and June 1

While the health care coverage election made for May 1 or June 1 will carry over to the next plan year, if the employee enrolls in the FSA for May and/or June, the FSA election ends on June 30. Newly-eligible employees and current employees with a qualifying mid-year event (QME) with coverage effective May 1 or June 1 may make a separate election request for an FSA for the plan year beginning July 1. If the employee wants an FSA for the new plan year only, they will need to submit an enrollment form with their July 1, 2018 FSA election(s). All FSA elections that are to be effective 7/1/2018 for the May and June newly-eligible employees and QME requests have to be submitted within the employee's election window and will need to be forwarded to the Office of Health Benefits for BES keying.

In summary:

- PSB301 – to key changes in personal information and health care coverage.
- PSB200 – to key FSA elections.
- Reason Code 56 is used for Open Enrollment changes until May 31.
- Reason Code 47 is used for valid Open Enrollment changes after the May 31 deadline and until July 1.

Submit to OHB for keying:

- Health care Open Enrollment requests for employees in Layoff Leave Codes.
- July 1, 2018 FSA election(s) for May 1 and June 1 new hires and QMEs.
- Open Enrollment elections not updated in BES by July 1.
- Deletion of an Open Enrollment transaction with newly added dependent

Premium Reward Tracked in BES

Current premium rewards end June 30, 2018. Employees must complete and submit a health assessment during Open Enrollment to receive a Premium Reward for July 1:

- **Health assessment submitted between May 1 and May 15, 2018:** Premium Reward is effective July 1.

- **Health assessment submitted before May 1:** Premium Reward will not transfer to July 1.
- **Health assessment submitted after May 15:** Premium Reward will be effective after July 1—see Spotlight for more information.

New rewards earned for July 1, 2018 will be posted to BES as reported from ActiveHealth and approved by DHRM. The three components of the premium (State amount, Participant amount, and Reward amount) are found on the PSB305 marked as “PrRate”. Premium amounts are also found on the BES Turnaround Document. The weekly BES Enrollment Report and the corresponding flat file named PM9103-BOM-Enrollment will show rewards earned for July 1 beginning June 24. Be sure to monitor these reports for reward updates. If a reward shown in BES is not reflected in the participant’s paycheck, contact your payroll office.

Additional information on Premium Rewards is posted on the Open Enrollment page at <http://www.dhrm.virginia.gov/healthcoverage/open-enrollment>.

Open Enrollment Data Exchanges Schedule

- June 6:** Claims Administrators begin to receive Open Enrollment elections from BES and will mail health care coverage ID cards, FSA confirmation statements and new (see expiration date on any existing card) Health FSA VISA benefit cards to home addresses prior to July 1.
- June 24:** The BES-Monthly-Enrollment-Rpt and corresponding PM9103-BOM-Enrollment flat file for July 1 enrollment are posted weekly to agency HuRMan folders. Sort the report by the column titled “Last Update Effective” to see the 7/1/2018 changes.
- July 2:** The Department of Accounts receives the July 1 elections for CIPPS. New plan year payroll deductions begin on the first paycheck following July 3.

Need Help?

- **HuRMan access:**
 - Email: ihelp@dhrm.virginia.gov
- **General Open Enrollment questions:**
 - openenrollment@dhrm.virginia.gov (beginning April 24)
- **BES or BES reports:**
 - Email: ohb@dhrm.virginia.gov
- **Policy, eligibility and general questions:**
 - Email: ohb@dhrm.virginia.gov
 - Fax: (804) 371-0231
 - Phone: 888-OHB-4414 (888-642-4414) or (804) 225-3642 in Richmond

When you contact the Office of Health Benefits (OHB) about specific issues, be sure to include the ID number, name, and a brief description of the issue. The Agency Request for Assistance Form is available on the DHRM Web site.